

Leanne Knight

ET8025

## Mock Mediation

### Mediation:

Hi, I will be your mediators today. Leanne Knight

Please introduce yourself. (May wish to shake hands)

Person 1 Mary Smith Person 2 Sophia Jackson

Let me explain the purpose of mediation:

I AM NOT HERE TO JUDGE WHO IS GUILTY OR NOT.

I AM HERE TO LISTEN AND HELP YOU SOLVE THIS CONFLICT.

4. Before we start, I want to go over some basic norms with you.

Remain seated X X No put downs or intentional insults X X

Do not interrupt X X Agree to try to solve the problem X X

Be honest X X Keep it confidential X X

Here are the steps we will follow:

- You will each have an opportunity to tell your side of the conflict - what happened?
- We will make sure everyone understands the conflict, and each person's point of view.
- We will ask you to imagine the conflict from the other person's point of view.
- We will ask you to brainstorm suggestions on how to solve the conflict.
- If we can reach an agreement to resolve the conflict, you will be asked to sign a contract promising to keep your word and follow the agreement.
- **If an agreement cannot be reached, the matter will be referred to a counselor, principal, or some other supervisor.**

Mediator: Sophia, please explain what happened?

Sophia: You know how much I love working here and I appreciate Mary as a wonderful teacher to her students. I just feel like I am not appreciated by my team and I think it stems for Mary's lack of respect for my teaching abilities and classroom management. I know I do not do everything the same way as Mary but that does not mean I am doing it wrong. I ask the team a lot of questions but that is because I am trying to become a better teacher.

Mediator: Mary, please explain what happened?

Mary: As team leader, I try to be as helpful as possible to all my team members. I have expectations that they will act like professionals. I am under the assumption that they know the Kindergarten content. They all know where I keep my flipcharts if they wish to utilize what I have created. Most of the team shares enormous amounts of their resources. I just feel like Sophia takes the lessons we create and never shared or adds to the lessons we are doing. We are a strong team except that many of the members feel like they are always giving their time and

resources to Sophia but never getting anything back. She is a very generous with her friendship to us all but we are at work and we need to ensure our team stays strong.

Mediator repeating what has been said:

Sophia, I hear you saying that you do not feel like a valued member of the team and that you are starting to feel the beginnings of resentment and lack of respect between you and Mary. Is that correct?

Sophia: yes, that is correct

Mediator: Sophia, do you have anything else you would like to add?

Sophia: Just that I appreciate this team and want us all to get along.

Mediator: Mary, I hear your frustration in that you feel like your professional relationship with Sophia is one sided and you sense that you are always giving and Sophia is taking without reciprocating. Am I hearing you correctly?

Mary: This is so embarrassing, but, unfortunately, yes, that is correct

Mediator Mary, do you have anything else you would like to add?

Mary: Just that I am frustrated at always being expected to create all the innovative lessons for Sophia. I think if she cannot perform as expected on this campus then she take more professional development so she feels ready to perform at this high level. That way she can feel confident enough in her skills to create lessons and share them with the rest of the team.

Mediator: At this point we are going to try to roll play. Mary, let's start with you. If you were in Sophia's place, and you felt you were not a valued member of the team and that you resentment and lack of respect, how would you feel?

Mary: I can assume it must be very difficult and humbling to not be respected by the team. I am sure it is probably hard to work in an environment where your opinions were not valued and the people who should be closest to you, your team, rarely appreciates you.

Mediator: Mary, I can tell you truly see how Sophia's feelings have been getting hurt and how devalued she feels. Now, Sophia, if you took Mary's place, and you felt like your professional relationship was one sided and you sensed that you were always giving and not receiving anything in return?

Sophia: I can only assume that it must be tiring and annoying to always feel like you are on the giving end of a situation. I am sure you would like to be on the receiving end more often. It must also be stressful already being the team leader then feeling you also need to supply all my lessons must be hard to bear.

Mediator: Sophia, I could hear you understanding the frustration that Mary has been feeling in this situation. I want the two of you to come up with solutions to resolve the conflicts. Mary, let's start with you. How do you thing we can put an end to this disagreement?

Mary: I think Sophia would benefit from ongoing professional development. The lessons and ideas she receives in those sessions she could share with the rest of the team which would make the team feel more receptive to Sophia being a contributing member of the team. I know I need to be more patient and understanding with Sophia. If I find myself getting frustrated, I need to calmly tell Sophia so I do not accidentally blow up at her. She does not deserve that type of treatment.

Mediator: Sophia-what do you think about professional development?

Sophia: I would love to attend professional devilmnt sessions.

Mary: Do you like the idea of sharing with the team?

Sophia: Yes, I would really like that part.

Mediator: Mary, do you think that if you do feel yourself getting frustrated that you can calm down before talking it over with her?

Mary: Yes, I truly do.

Mediator: Sophia, now it is your turn. How do you think we can put an end to this disagreement?

Sophia: I agree with Mary that professional development would be a great way for me to better my skill set. I like the thought of having things to share with the team. I rarely feel like what I might have is worthwhile so, thank you Mary. I do think I will go to as many sessions as I can find and fit comfortably in my schedule. I would like to ask Mary to not resent me or my lack of knowledge. If Mary does feel annoyed by me, I would hope she could talk with me and we could figure out a solution without having to go through mediation.

Mediator: Mary, do you think you can find a way to appreciate Sophia as a team member again?

Mary: Of course

Mediator: Do the two of you think you can work through this as a team without mediation next time?

Both: Yes

Mediator: Here is our contract. Sophia you agree to will attend professional development and share the knowledge gained with her team members. Mary, you agree to talking over disagreements with Sophia calmly and trying to resolve your conflicts before they get to the point of mediation

Both: Yes

Mediator: Will this agreement work? Can you follow this contract?

Mary: I do not see anything within the contract that is not feasible. If for some unforeseen reason, are we allowed to ask for mediation if we find we are having problems again? I truly don't want to put the team through any more of this.

Mediator: Yes, you are welcomed to utilize the mediation but do try to problem solve amongst yourselves first. Mary please read over your section of the contract.

Mary: I agree to talking over disagreements with Sophia calmly and trying to resolve our conflicts before they get to the point of mediation.

Sophia: I agree to attend professional development and share the knowledge gained with my team members.

Mediator: Any questions?

Both: No

Mediator: I will sign the contract. Please sign the contract and we will make copies for each of you.

### **How might you be able to use this skill as a leader?**

**As a leader, I appreciate having protocols for events. Having the mediation report allows leaders to work through a problem in a way that will benefit everyone without having to remember each step. If the leader follows the format, then the grieved parties will feel vindicated and more likely to find a solution to their problems.**